	Case 5:13-cv-02142-MWF-DTB Document	1 Filed 11/21/13 Page 1 of 24 Page ID #:5							
P, APC 17 D1 6	KAZEROUNI LAW GROUP, APC Abbas Kazerounian, Esq. (SBN: 24920 ak@kazlg.com Matthew M. Loker, Esq. (SBN: 279939 ml@kazlg.com 245 Fischer Avenue, Unit D1 Costa Mesa, CA 92626 Telephone: (800) 400-6808 Facsimile: (800) 520-5523  HYDE & SWIGART Joshua B. Swigart, Esq. (SBN: 225557 josh@westcoastlitigation.com 2221 Camino Del Rio South, Suite 101 San Diego, CA 92108 Telephone: (619) 233-7770 Facsimile: (619) 297-1022  Attorneys for Plaintiff,	2013 NOV 21 PM 2: 11  CLEAK U.S. CISTED T COURT CENTRAL DIST. OF CALIF. LOS ANGELES  BY:							
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ZEROUNI 45 FISCHEI COSTA N	CENTRAL DISTRICT OF CALIFORNIA								
AZER 245 F. C.	6 ANDRA JAY,	Case No.: 5:17-CV-2142MWF-DTGK							
¥ 1	7 Plaintiff,	COMPLAINT FOR DAMAGES AND							
1	8 v.	INJUNCTIVE RELIEF FOR VIOLATIONS OF:							
1	9	I. THE FAIR DEBT							
2	SALLIE MAE, INC.; GC SERVICES LIMITED	COLLECTION PRACTICES ACT, 15 U.S.C.							
2	PARTNERSHIP; AND, ALLIED	§ 1692, ET SEQ.;							
2	INTERSTATE, LLC,	II. THE ROSENTHAL FAIR							
	Defendants.	DEBT COLLECTION PRACTICES ACT, CAL.							
	4	CIV. CODE § 1788, ET SEQ.; AND,							
	5	III. CALIFORNIA CIVIL CODE							
	6	§ 1798.92, ET SEQ.							
	7	JURY TRIAL DEMANDED							
4	8								

### Introduction

- The United States Congress has found abundant evidence of the use of abusive, deceptive, and unfair debt collection practices by many debt collectors, and has determined that abusive debt collection practices contribute to the number of personal bankruptcies, to marital instability, to the loss of jobs, and to invasions of individual privacy. Congress wrote the Fair Debt Collection Practices Act, 15 U.S.C. § 1692 et seq, to eliminate abusive debt collection practices by debt collectors, to insure that those debt collectors who refrain from using abusive debt collection practices are not competitively disadvantaged, and to promote consistent State action to protect consumers against debt collection abuses.
- 2. The California legislature has determined that the banking and credit system and grantors of credit to consumers are dependent upon the collection of just and owing debts and that unfair or deceptive collection practices undermine the public confidence that is essential to the continued functioning of the banking and credit system and sound extensions of credit to consumers. The Legislature has further determined that there is a need to ensure that debt collectors exercise this responsibility with fairness, honesty, and due regard for the debtor's rights and that debt collectors must be prohibited from engaging in unfair or deceptive acts or practices.<sup>1</sup>
- 3. ANDRA JAY ("Plaintiff"), by Plaintiff's attorneys, brings this action on behalf of Plaintiff's mother, Rita Cutler, ("Ms. Cutler")<sup>2</sup> to challenge the actions of SALLIE MAE, INC. ("Sallie Mae" or "Defendants"); GC SERVICES LIMITED PARTNERSHIP ("GC Services" or "Defendants"); and, ALLIED INTERSTATE, LLC ("Allied") with regard to attempts by

<sup>&</sup>lt;sup>1</sup> Cal. Civ. Code §§ 1788.1 (a)-(b)

<sup>&</sup>lt;sup>2</sup> As discussed below, Ms. Cutler was declared mentally incompetent in 2008; thus, Ms. Cutler lacks the legal capacity to file suit.

- Defendants, debt collectors, to unlawfully and abusively collect a debt allegedly owed by Plaintiff, and this conduct caused Plaintiff damages.
- 4. Plaintiff makes these allegations on information and belief, with the exception of those allegations that pertain to a plaintiff, or to a plaintiff's counsel, which Plaintiff alleges on personal knowledge.
- 5. While many violations are described below with specificity, this Complaint alleges violations of the statute cited in its entirety.
- 6. Unless otherwise stated, all the conduct engaged in by Defendant took place in California.
- 7. Any violations by Defendants were knowing, willful, and intentional, and Defendant did not maintain procedures reasonably adapted to avoid any such violation.
- 8. Unless otherwise indicated, the use of Defendant's name in this Complaint includes all agents, employees, officers, members, directors, heirs, successors, assigns, principals, trustees, sureties, subrogees, representatives, and insurers of Defendant's named.

### **JURISDICTION AND VENUE**

- 9. Jurisdiction of this Court arises pursuant to 28 U.S.C. § 1331, 15 U.S.C. § 1682k and 28 U.S.C. § 1367 for supplemental state claims.
- 10. This action arises out of Defendants' violations of (i) the Fair Debt Collection Practices Act, 15 U.S.C. §§ 1692-1692(p) ("FDCPA"); (ii) the Rosenthal Fair Debt Collection Practices Act, Cal. Civ. Code § 1788.17 ("RFDCPA"); and, (iii) California Civil Code §§ 1798-92, et seq.
- 11. Because Defendant conducts business within the State of California, personal jurisdiction is established.
- 12. Venue is proper pursuant to 28 U.S.C. § 1391 for the following reasons: (i)
  Plaintiff resides in the City of Palm Desert, County of Riverside, State of
  California which is within this judicial district; (ii) the conduct complained of

herein occurred within this judicial district; and, (iii) Defendants conducted business within this judicial district at all times relevant.

### **PARTIES**

- 13. Plaintiff is a natural person who resides in the State of California, from whom a debt collector sought to collect a consumer debt which was due and owing or alleged to be due and owing from Plaintiff. In addition, Plaintiff is a "consumer" as that term is defined by 15 U.S.C. § 1692a(3).
- 14. Ms. Cutler is a "Victim of Identity Theft" as that term is defined by Cal. Civ. Code § 1798.82(d). In addition, Ms. Cutler is a "senior citizen" as that term is defined by Cal. Civ. Code § 1761(f).
- 15. Defendant Sallie Mae is a company incorporated in the State of Delaware with its principal place of business in Reston, Virginia.
- 16. Defendant GC Services is a limited partnership incorporated in the State of Delaware with its principal place of business in Houston, Texas.
- 17. Defendant Allied Interstate LLC is a company incorporated in the State of Minnesota with its principal place of business in New York, New York.
- 18. Plaintiff is informed and believes, and thereon alleges, that Defendants, in the ordinary course of business, regularly, on behalf of themselves or others, engage in "debt collection" and are therefore "debt collectors" as the terms are defined by 15 U.S.C. § 1692a(6).
- 19. This case involves money, property or their equivalent, due or owing or alleged to be due or owing from a natural person by reason of a consumer credit transaction. As such, this action arises out of a "debt" as that term is defined by 15 U.S.C. 1692a(5).
- 20. Defendants are each a "claimant" as that term is defined by California Civil Code § 1798.92(a).

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### FACTUAL ALLEGATIONS

- 21. At all times relevant, Plaintiff is an individual residing within the State of California.
- 22. In 2006, Plaintiff's mother, Rita Cutler ("Ms. Cutler"), was diagnosed with Alzheimer's disease.
- 23. After years of medical care, two separate doctors and a registered nurse declared Ms. Cutler to be incompetent. Specifically, David W. Trader, M.D. on March 10, 2008; Dr. R. Swamy Venuturupalli, M.D., F.A.C.R. on March 19, 2008; and, Liz Gayton, RN on February 28, 2012.
- 24. Shortly after this diagnosis, Plaintiff obtained Power of Attorney for Ms. Cutler in or about May 2008. Plaintiff brings this lawsuit on behalf of Ms. Cutler since Ms. Cutler does not have the capacity to file suit.
- 25. Currently, Ms. Cutler is terminally ill and receiving the assistance of a hospice nurse. In addition, Ms. Cutler is a senior citizen, aged 89.
- 26. As a result of the medical issues and Ms. Cutler's delicate age, Ms. Cutler retained the services of a family of four to act as live-in caregivers.
- 27. While caring for Ms. Cutler, the primary caregiver's daughter, Joana Reboja ("Reboja") met Kevin Smith ("Smith") online.
- 28. Merely months after meeting online, Smith moved into Ms. Cutler's home to live with Reboja and to provide additional assistance for Ms. Cutler.
- 29. In or about 2008, Smith abused Smith's role as caregiver and stole Ms. Cutler's identity for Smith's own personal gains.
- 30. First, Smith stole Ms. Cutler's identity in order to purchase two Nissan Z automobiles for Smith's personal use without Ms. Cutler's knowledge and/or consent. Smith unilaterally listed Ms. Cutler as the owner of both vehicles.
- 31. Following this purchase, Plaintiff was contacted by Nissan informing Plaintiff that Ms. Cutler was delinquent on Ms. Cutler's car payment. Since Plaintiff knew that Ms. Cutler did not drive, Plaintiff was immediately suspicious and

- 32. As a result of Plaintiff's investigation, Plaintiff provided Nissan with sufficient information to allow Nissan to determine that Smith obtained the vehicles fraudulently and Nissan promised to refrain from collection efforts against Plaintiff and/or Ms. Cutler on December 8, 2011.
- 33. During the course of Plaintiff's investigation with Nissan, Plaintiff obtained a copy of Ms. Cutler's credit report. In reviewing said credit report, Plaintiff discovered a trade line from Sallie Mae alleging that Ms. Cutler co-signed for a student loan with Smith.
- 34. Thereafter, Plaintiff filed two police reports against Smith for stealing Ms. Cutler's identity in order to obtain the vehicles and a student loan on behalf of Ms. Cutler with the Los Angeles Police Department.
- 35. As stated above, Ms. Cutler was legally incompetent to enter into any contracts at the time that Ms. Cutler allegedly co-signed for Smith's student loans. Thus, Ms. Cutler lacked the legal capacity to enter into a contract of any sort.
- 36. As a result of Smith's deceit, Defendants assert that Ms. Cutler allegedly incurred financial obligations to the original creditor, Sallie Mae, that were money, property, or their equivalent, which is due or owing, or alleged to be due or owing, from a natural person to another person and were therefore "debt(s)" and a "consumer debt" as the terms are defined by 15 U.S.C. § 1692a(6).
- 37. Thereafter, Smith made payments on the Sallie Mae account for a period of time but eventually went into default. Following said default, Sallie Mae initiated collection attempts against Ms. Cutler and Plaintiff.
- 38. Plaintiff informed Sallie Mae that Plaintiff had Power of Attorney for Ms. Cutler and explained that the account was opened fraudulently in Ms. Cutler's name. In response, Sallie Mae's representative informed Plaintiff that

Plaintiff must complete an ID Theft Affidavit in order for Sallie Mae to investigate Plaintiff's claims.

- 39. In addition to completing Sallie Mae's ID Theft Affidavit, Plaintiff provided Sallie Mae with Plaintiff's Power of Attorney for Ms. Cutler; Dr. Trader's and Dr. Venuturupalli's Declarations of Incompetence; both police reports; and, detailed explanations regarding the fraud committed by Smith. Furthermore, Plaintiff's ID Theft Affidavit was also notarized by a Notary Public and provided Sallie Mae with Ms. Cutler's date of birth on numerous occasions.
- 40. In response to the copious information provided by Plaintiff, Sallie Mae merely responded with a two-sentence letter on November 23, 2011 summarily asserting that Ms. Cutler was responsible for Smith's student loan.
- 41. This information showed Sallie Mae that identity theft had occurred and provided documentation supporting this occurrence. As evidenced by Sallie Mae's conclusory form letter rejecting Plaintiff's assertion, Sallie Mae failed to diligently investigate Plaintiff's notification of possible identity theft. As a result, Sallie Mae has continued to pursue its claim against Plaintiff despite knowledge that Plaintiff is not responsible for the alleged debt.
- 42. On or before November 23, 2011, Plaintiff telephonically contacted Sallie Mae in order to inquire about Sallie Mae's identity theft decision. During said telephonic communication, Plaintiff spoke with Sallie Mae's representative, "Rob Ysais." Mr. Ysais confirmed that Sallie Mae had received Plaintiff's ID Theft Affidavit, including the police reports and the Declarations of Incompetence. Thereafter, Mr. Ysais belittled and insulted Plaintiff for believing that these documents established that Ms. Cutler's identity had been stolen. In addition, Mr. Ysais falsely asserted that whether Ms. Cutler was incompetent at the time of execution was irrelevant. Plaintiff was deeply troubled by Mr. Ysais' verbal abuse.

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- 44. Through this conduct, Sallie Mae violated 15 U.S.C. § 1692e(2)(A) by falsely representing the character, amount and legal status of Ms. Cutler's alleged debt as one that is owed by Ms. Cutler. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.
- 45. Through this conduct, Sallie Mae violated 15 U.S.C. § 1692e(10) by using false representations and deceptive means in order to collect Ms. Cutler's alleged debt from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.
- 46. Through this conduct, Sallie Mae violated 15 U.S.C. § 1692f by using unfair and unconscionable means to collect Ms. Cutler's alleged debt from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.
- 47. Through this conduct, Sallie Mae violated 15 U.S.C. § 1692f(1) by attempting to collect an amount not permitted by law from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.
- 48. To date, Sallie Mae continues Sallie Mae's unfair debt collection practices by communications personal credit information to Ms. Cutler's credit report that is known or should be known to be false. Such conduct constitutes a violation

of 15 U.S.C. § 1692e(8).

- 49. Since Sallie Mae's repeated collection attempts continued, Plaintiff retained the services of Glenn R. Kantor, Esq. of Kantor & Kantor, LLP to assist with Sallie Mae's unfair debt collection practices. In that regard, Mr. Kantor sent a detailed written communication via certified mail dated February 6, 2012 explaining yet again to Sallie Mae why Ms. Cutler was not responsible for the alleged debt. Mr. Kantor also informed Sallie Mae of Plaintiff's attorney's name, address, telephone number, e-mail, facsimile and requested that all further communication with regard to Plaintiff's alleged debt be directed to Plaintiff's counsel only.
- 50. By ignoring the information provided by Plaintiff and Plaintiff's counsel, Sallie Mae engaged in conduct the natural consequence of which was to harass, oppress and abuse Ms. Cutler and Plaintiff. Through this conduct, Sallie Mae violated 15 U.S.C. § 1692d. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.
- 51. Sallie Mae's continued attempts to knowingly collect an invalid debt from Plaintiff and Ms. Cutler via written and telephonic communications constitutes a violation of 15 U.S.C. § 1692e since Sallie Mae used false, deceptive and misleading representations in connection with the collection of Ms. Cutler's alleged debt from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.
- 52. Through this conduct, Sallie Mae violated 15 U.S.C. § 1692e(2)(A) by falsely representing the character, amount and legal status of Ms. Cutler's alleged debt as one that is owed by Ms. Cutler. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.

- 53. Through this conduct, Sallie Mae violated 15 U.S.C. § 1692e(10) by using false representations and deceptive means in order to collect Ms. Cutler's alleged debt from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.
- 54. Through this conduct, Sallie Mae violated 15 U.S.C. § 1692f by using unfair and unconscionable means to collect Ms. Cutler's alleged debt from Plaintiff.
- 55. Through this conduct, Sallie Mae violated 15 U.S.C. § 1692f(1) by attempting to collect an amount not permitted by law from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.
- Through this conduct, Sallie Mae violated 15 U.S.C. § 1692c(2) by collecting an alleged debt from a represented party. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.
- 57. Through this conduct, Sallie Mae also violated Cal. Civ. Code § 1788.14(c) by initiating communications, other than statements of account, with Plaintiff despite knowledge that Plaintiff was a represented party.
- 58. Since Sallie Mae wholly disregarded Mr. Kantor's written communication, Plaintiff retained the services of Allan D. Sarver, Esq. Like Mr. Kantor before him, Mr. Sarver provided Sallie Mae with further documentation in support of Plaintiff's assertion that Plaintiff was not responsible for the alleged debt via written communication dated June 18, 2012.
- 59. By ignoring the information provided by Plaintiff and Plaintiff's counsel, Sallie Mae engaged in conduct the natural consequence of which was to harass, oppress and abuse Ms. Cutler and Plaintiff. Through this conduct,

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RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17. 60. Sallie Mae's continued attempts to knowingly collect an invalid debt from

Sallie Mae violated 15 U.S.C. § 1692d. This section is incorporated into the

- Plaintiff and Ms. Cutler via written and telephonic communications constitutes a violation of 15 U.S.C. § 1692e since Sallie Mae used false, deceptive and misleading representations in connection with the collection of Ms. Cutler's alleged debt from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.
- 61. Through this conduct, Sallie Mae violated 15 U.S.C. § 1692e(2)(A) by falsely representing the character, amount and legal status of Ms. Cutler's alleged debt as one that is owed by Ms. Cutler. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.
- Through this conduct, Sallie Mae violated 15 U.S.C. § 1692e(10) by using false representations and deceptive means in order to collect Ms. Cutler's alleged debt from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.
- 63. Through this conduct, Sallie Mae violated 15 U.S.C. § 1692f by using unfair and unconscionable means to collect Ms. Cutler's alleged debt from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.
- 64. Through this conduct, Sallie Mae violated 15 U.S.C. § 1692f(1) by attempting to collect an amount not permitted by law from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Sallie Mae also has violated Cal. Civ. Code § 1788.17.

- 65. Through this conduct, Sallie Mae violated 15 U.S.C. § 1692c(2) by collecting an alleged debt from a represented party. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Defendant also has violated Cal. Civ. Code § 1788.17.
- 66. Through this conduct, Sallie Mae also violated Cal. Civ. Code § 1788.14(c) by initiating communications, other than statements of account, with Plaintiff despite knowledge that Plaintiff was a represented party.
- 67. Subsequently, the alleged debt was allegedly assigned, placed, or otherwise transferred, to both Allied and GC Services for further collection activity. Thus, Sallie Mae continued Sallie Mae's unfair debt collection practices by representing to GC Services and Allied that Plaintiff's alleged debt was valid.
- 68. Following this alleged transfer, Allied began collecting Plaintiff's alleged debt from Plaintiff both telephonically and via written communications.
- 69. Mr. Sarver then contacted Allied and informed Allied that Allied was attempting to collect an invalid debt from Plaintiff. Mr. Sarver's November 20, 2012 written communication also provided Allied with Plaintiff's Power of Attorney for Ms. Cutler; Plaintiff's ID Theft Affidavit; Dr. Trader's and Dr. Venuturupalli's Declarations of Incompetence; both police reports; and, detailed explanations regarding the fraud committed by Smith. This documentation repeatedly provided Allied with Ms. Cutler's date of birth. However, like Sallie Mae, Allied disregarded the information provided by Mr. Sarver and has continued to collect this invalid debt directly from Plaintiff.
- 70. This information showed Allied that identity theft had occurred and provided documentation supporting this belief. As evidenced by Allied's continued collection activity, Allied failed to diligently investigate Plaintiff's notification of possible identity theft. As a result, Allied has continued to pursue its claim against Plaintiff despite knowledge that Plaintiff is not responsible for the alleged debt.

- 71. By ignoring the information provided by Plaintiff and Plaintiff's counsel, Allied engaged in conduct the natural consequence of which was to harass, oppress and abuse Ms. Cutler and Plaintiff. Through this conduct, Allied violated 15 U.S.C. § 1692d. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Allied also has violated Cal. Civ. Code § 1788.17.
- 72. Allied's continued attempts to knowingly collect an invalid debt from Plaintiff and Ms. Cutler via written and telephonic communications constitutes a violation of 15 U.S.C. § 1692e since Allied used false, deceptive and misleading representations in connection with the collection of Ms. Cutler's alleged debt from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Allied also has violated Cal. Civ. Code § 1788.17.
- 73. Through this conduct, Allied violated 15 U.S.C. § 1692e(2)(A) by falsely representing the character, amount and legal status of Ms. Cutler's alleged debt as one that is owed by Ms. Cutler. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Allied also has violated Cal. Civ. Code § 1788.17.
- 74. Through this conduct, Allied violated 15 U.S.C. § 1692e(10) by using false representations and deceptive means in order to collect Ms. Cutler's alleged debt from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Allied also has violated Cal. Civ. Code § 1788.17.
- 75. Through this conduct, Allied violated 15 U.S.C. § 1692f by using unfair and unconscionable means to collect Ms. Cutler's alleged debt from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Allied also has violated Cal. Civ. Code § 1788.17.
- 76. Through this conduct, Allied violated 15 U.S.C. § 1692f(1) by attempting to

- collect an amount not permitted by law from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Allied also has violated Cal. Civ. Code § 1788.17.
- 77. Through this conduct, Allied violated 15 U.S.C. § 1692c(2) by collecting an alleged debt from a represented party. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Defendant also has violated Cal. Civ. Code § 1788.17.
- 78. Through this conduct, Allied also violated Cal. Civ. Code § 1788.14(c) by initiating communications, other than statements of account, with Plaintiff despite knowledge that Plaintiff was a represented party.
- 79. Concurrently, GC Services is also collecting the alleged Sallie Mae debt from Plaintiff.
- 80. As before, Mr. Sarver contacted GC Services and informed GC Services that GC Services was attempting to collect an invalid debt from Plaintiff. Mr. Sarver's April 18, 2013 written communication also provided GC Services with Plaintiff's Power of Attorney for Ms. Cutler; Plaintiff's ID Theft Affidavit; Dr. Trader's and Dr. Venuturupalli's Declarations of Incompetence; both police reports; and, detailed explanations regarding the fraud committed by Smith. This documentation repeatedly provided GC Services with Ms. Cutler's date of birth. However, like Sallie Mae, GC Services disregarded the information provided by Mr. Sarver and has continued to collect this invalid debt directly from Plaintiff.
- 81. This information showed GC Services that identity theft had occurred and provided documentation supporting this belief. As evidenced by GC Services disregard of the information provided by Mr. Sarver, GC Services failed to diligently investigate Plaintiff's notification of possible identity theft. As a result, GC Services has continued to pursue its claim against Plaintiff despite knowledge that Plaintiff is not responsible for the alleged debt.

- 83. GC Services' continued attempts to knowingly collect an invalid debt from Plaintiff and Ms. Cutler via written and telephonic communications constitutes a violation of 15 U.S.C. § 1692e since GC Services used false, deceptive and misleading representations in connection with the collection of Ms. Cutler's alleged debt from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, GC Services also has violated Cal. Civ. Code § 1788.17.
- 84. Through this conduct, GC Services violated 15 U.S.C. § 1692e(2)(A) by falsely representing the character, amount and legal status of Ms. Cutler's alleged debt as one that is owed by Ms. Cutler. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, GC Services also has violated Cal. Civ. Code § 1788.17.
- 85. Through this conduct, GC Services violated 15 U.S.C. § 1692e(10) by using false representations and deceptive means in order to collect Ms. Cutler's alleged debt from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, GC Services also has violated Cal. Civ. Code § 1788.17.
- 86. Through this conduct, GC Services violated 15 U.S.C. § 1692f by using unfair and unconscionable means to collect Ms. Cutler's alleged debt from Plaintiff. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, GC Services also has violated Cal. Civ. Code § 1788.17.
- 87. Through this conduct, GC Services violated 15 U.S.C. § 1692f(1) by

- 88. Through this conduct, GC Services violated 15 U.S.C. § 1692c(2) by collecting an alleged debt from a represented party. This section is incorporated into the RFDCPA through Cal. Civ. Code § 1788.17. Thus, Defendant also has violated Cal. Civ. Code § 1788.17.
- 89. Through this conduct, GC Services also violated Cal. Civ. Code § 1788.14(c) by initiating communications, other than statements of account, with Plaintiff despite knowledge that Plaintiff was a represented party.
- 90. Thus, Defendant took actions against Plaintiff concerning the alleged debt in violation of the statute discussed above. Consequently, Defendants have violated 15 U.S.C. §§ 1692d; 1692e; 1692e(2)(A); 1692e(8); 1692e(10); 1692f; and, 1692f(1). In addition, Defendant also violated Cal. Civ. Code §§ 1788.11(b); 1788.11(c); and, 1788.17.
- 91. These repeated and continuous violations have caused Plaintiff unnecessary stress and anxiety. In addition, said violations also caused serious strain for Ms. Cutler, a terminally ill senior citizen, a fact known by Defendants. Despite this knowledge, Defendants continued to pursue Plaintiff and Ms. Cutler for an invalid debt causing Plaintiff and Ms. Cutler to suffer.
- 92. In addition, Defendants' continued illegal collection actions and continued reporting on Plaintiff's credit reports after failing to conduct a reasonable investigation into Plaintiff's identity theft claims violate Cal. Civ. Code § 1798.92 et seq.

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### CAUSES OF ACTION CLAIMED BY PLAINTIFF

### COUNT I

## VIOLATION OF THE FAIR DEBT COLLECTION PRACTICES ACT 15 U.S.C. §§ 1692-1692(p) (FDCPA)

### [AGAINST ALL DEFENDANTS EXCEPT SALLIE MAE]

- 93. Plaintiff incorporates by reference all of the above paragraphs of this Complaint as though fully stated herein.
- 94. The foregoing acts and omissions constitute numerous and multiple violations of the FDCPA.
- 95. As a result of each and every violation of the FDCPA, Plaintiff is entitled to any actual damages pursuant to 15 U.S.C. § 1692k(a)(1); statutory damages for a knowing or willful violation in the amount up to \$1,000.00 pursuant to 15 U.S.C. § 1692k(a)(2)(A); and reasonable attorney's fees and costs pursuant to 15 U.S.C. § 1692k(a)(3) from each Defendant individually.

### **COUNT II**

# VIOLATION OF THE ROSENTHAL FAIR DEBT COLLECTION PRACTICES ACT Cal. Civ. Code §§ 1788-1788.32 (RFDCPA)

### [AGAINST ALL DEFENDANTS]

- 96. Plaintiff incorporates by reference all of the above paragraphs of this Complaint as though fully stated herein.
- 97. The foregoing acts and omissions constitute numerous and multiple violations of the RFDCPA.
- 98. As a result of each and every violation of the RFDCPA, Plaintiff is entitled to any actual damages pursuant to Cal. Civ. Code § 1788.30(a); statutory damages for a knowing or willful violation in the amount up to \$1,000.00 pursuant to Cal. Civ. Code § 1788.30(b); and reasonable attorney's fees and costs pursuant to Cal. Civ. Code § 1788.30(c) from each Defendant individually.

### COUNT III

### VIOLATIONS OF CAL. CIV. CODE § 1798.92-1798.97

### [AGAINST ALL DEFENDANTS]

- 99. Plaintiff incorporates by reference all of the above paragraphs of this Complaint as though fully stated herein.
- 100. The foregoing acts and omissions constitute numerous and multiple violations of the Cal. Civ. Code § 1798.92, including but not limited to each and every one of the above-cited provisions of Cal. Civ. Code § 1798.92.
- 101. As a result of each and every violation of Cal. Civ. Code § 1798.92, Plaintiff is entitled to any actual damages pursuant to Cal. Civ. Code § 1798.93(c)(5); statutory damages in an amount up to \$30,000.00 pursuant to Cal. Civ. Code § 1798.93(c)(6); costs pursuant to Cal. Civ. Code § 1798.93(c)(5), attorney's fees and costs pursuant to Cal. Civ. Code § 1798.93(c)(5) and any equitable relief the Court deems appropriate pursuant to Cal. Civ. Code § 1798.93(c)(5).

### PRAYER FOR RELIEF

WHEREFORE, Plaintiff prays that judgment be entered against Defendant for:

- an award of actual damages, in an amount to be determined at trial, pursuant to Cal. Civ. Code § 1788.30(a), against each named Defendant individually;
- an award of actual damages, in an amount to be determined at trial, pursuant to 15 U.S.C. § 1692k(a)(1), against each named Defendant individually;
- an award of statutory damages of \$1,000.00, pursuant to Cal. Civ. Code § 1788.30(b), against each named Defendant individually;
- an award of statutory damages of \$1,000.00, pursuant to 15 U.S.C. \$ 1692k(a)(2)(A), against each named Defendant individually;
- an award of costs of litigation and reasonable attorney's fees, pursuant to Cal. Civ. Code § 1788.30(c), against each named Defendant

individually.

- an award of costs of litigation and reasonable attorney's fees, pursuant to 15 U.S.C. § 1692k(a)(3), against each named Defendant individually;
- special, general, compensatory and punitive damages;
- treble damages pursuant to Cal. Civ. Code § 3345; and,
- any and all other relief that this Court deems just and proper.

### TRIAL BY JURY

102. Pursuant to the seventh amendment to the Constitution of the United States of America, Plaintiff is entitled to, and demands, a trial by jury.

Dated: November 14, 2013

Respectfully submitted,

Kazeroyni Law Group, APC

By:

ABBAS KAZEROUNIAN, ESQ. ATTORNEY FOR PLAINTIFF

### **UNITED STATES DISTRICT COURT**

for the

Central District of California

ANDRA JAY,	) ) )
Plaintiff(s) v.  SALLIE MAE, INC.; GC SERVICES LIMITED PARTNERSHIP; AND, ALLIED INTERSTATE, LLC,	) ) Civil Action No.5: 17-cv - 2142 MWF - DTBx ) )
Defendant(s)	) )

#### **SUMMONS IN A CIVIL ACTION**

To: (Defendant's name and address)

SALLIE MAE, INC. 2001 EDMUND HALLEY DR RESTON, VA 20191

A lawsuit has been filed against you.

Within 21 days after service of this summons on you (not counting the day you received it) — or 60 days if you are the United States or a United States agency, or an officer or employee of the United States described in Fed. R. Civ. P. 12 (a)(2) or (3) — you must serve on the plaintiff an answer to the attached complaint or a motion under Rule 12 of the Federal Rules of Civil Procedure. The answer or motion must be served on the plaintiff or plaintiff's attorney,

whose name and address are:

Abbas Kazerounian, Esq. 245 Fischer Avenue, Unit D1 Costa Mesa, CA 92626 Telephone: (800) 400-6808 Facsimile: (800) 520-5523

If you fail to respond, judgment by default will be entered against you for the relief demanded in the complaint. You also must file your answer or motion with the court.

Date: NOV 2 1 2013



			IVIL COVER SHEET			
' I. (a) PLAINTIEF5:(LChe	ck/b <mark>0x2ifly4@alelNe</mark> pFe	ङ <b>क्षाप्</b> षि yo <mark>Dक्षप्रा</mark> क्षि	nt 1 <b>defendan/3</b> 1/	16Chdeldtoreif2ouafe2d	pres <b>ectio®</b> yk <b>u</b> rs⊭lf2[2])	
ANDRA JAY,				SERVICES LIMITED PARTNERS	HIP; AND, ALLIED INTERSTATE,	
			LLC,			
(b) Attorneys (Firm Name,	Address and Telepho	ne Number. If you	(b) Attorneys (Firm	Name, Address and Telep	hone Number. If you	
are representing yourself, Abbas Kazerounian, Esq.	provide same informa	ation.)	are representing yo	ourself, provide same infor	mation.j	
KAZEROUNI LAW GROUP, AP						
245 Fischer Avenue, Unit D1, Telephone: (800) 400-6808 e:		m				
II. BASIS OF JURISDIC			II. CITIZENSHIP OF PR	INCIPAL PARTIES-For D	iversity Cases Only	
II. BASIS OF JUNISDIC	HOW (Flace all X III O	ne box only./	(Place an X in one bo	x for plaintiff and one for d	efendant) PTF DEF	
1. U.S. Government	X 3. Federal Q	uestion (U.S.	itizen of This State	Incorporated or of Business in the	Principal Place 7 4 7 4	
Plaintiff	Governmen	t Not a Party)	itizen of Another State		nd Principal Place — 。 — 。	
- 2 11¢ Come	CTA Discoveries /			of Business in A		
2. U.S. Government Defendant	of Parties in	• •	itizen or Subject of a Country	3 G 3 Foreign Nation	□ 6 □ 6	
IV. ORIGIN (Place an X i	•	3. Remanded from	4. Reinstated or 5. Tra		Multi-	
	State Court	Appellate Court			District tigation	
V. REQUESTED IN COM	MPLAINT: JURY DE	MAND: 🔀 Yes 🗌	No (Check "Yes" o	nly if demanded in com	olaint.)	
CLASS ACTION under	F.R.Cv.P. 23:	Yes 🔀 No	MONEY DEMA	NDED IN COMPLAINT:	\$	
			ng and write a brief statemen	nt of cause. Do not cite jurisdi	ctional statutes unless diversity.)	
Fair Debt Collection Practice	s Act - 15 U.S.C. § 1692; a	nd, 28 U.S.C. § 1367 for su	oplemental State claims.	•		
VII. NATURE OF SUIT (	Place an X in one bo	ox only).				
OTHER STATUTES	CONTRACT	REAL PROPERTY CONT.		PRISONER PETITIONS	PROPERTY RIGHTS	
375 False Claims Act	110 Insurance	240 Torts to Land	462 Naturalization Application	Habeas Corpus:	820 Copyrights	
☐ 400 State Reapportionment	120 Marine	245 Tort Product Liability	465 Other	463 Alien Detainee 510 Motions to Vacate	830 Patent	
410 Antitrust	☐ 130 Miller Act	290 All Other Real	Immigration Actions	Sentence 530 General	840 Trademark	
430 Banks and Banking	140 Negotiable	Property TORTS	TORTS PERSONAL PROPERTY	535 Death Penalty	SOCIAL SECURITY 861 HIA (1395ff)	
A50 Commerce/ICC Rates/Etc.	150 Recovery of	PERSONAL PROPERTY	370 Other Fraud	Other:	862 Black Lung (923)	
460 Deportation	Overpayment & Enforcement of	310 Airplane 315 Airplane	371 Truth in Lending	540 Mandamus/Other	863 DIWC/DIWW (405 (g))	
470 Racketeer Influ-	Judgment	Product Liability	380 Other Personal	550 Civil Rights	864 SSID Title XVI	
enced & Corrupt Org.	151 Medicare Act	320 Assault, Libel & Slander	Property Damage  385 Property Damage	555 Prison Condition	865 RSI (405 (g))	
480 Consumer Credit	152 Recovery of Defaulted Student	220 End Employers'	Product Liability	560 Civil Detainee Conditions of	FEDERAL TAX SUITS	
490 Cable/Sat TV	Loan (Excl. Vet.)	340 Marine	BANKRUPTCY	Confinement FORFEITURE/PENALTY	870 Taxes (U.S. Plaintiff or	
850 Securities/Commodities/Exchange	153 Recovery of Overpayment of	345 Marine Product	☐ 422 Appeal 28 USC 158	625 Drug Related	Defendant)  871 IRS-Third Party 26 USC	
890 Other Statutory	Vet. Benefits	250 Maria Mahida	423 Withdrawal 28	Seizure of Property 21 USC 881	7609	
Actions  Actions	160 Stockholders' Suits	350 Motor Vehicle 355 Motor Vehicle	CIVIL RIGHTS	690 Other		
891 Agricultural Acts 893 Environmental	l,	Product Liability	440 Other Civil Rights	LABOR		
L Matters	190 Other Contract	☐ 360 Other Personal Injury	441 Voting	710 Fair Labor Standards	3	
Reference 895 Freedom of Info.	195 Contract Product Liability	362 Personal Injury- Med Malpratice	442 Employment	720 Labor/Mgmt.		
896 Arbitration	196 Franchise	365 Personal Injury-	443 Housing/ Accomodations	Relations		
899 Admin. Procedures	REAL PROPERTY	Product Liability 367 Health Care/	445 American with	740 Railway Labor Act		
Act/Review of Appeal of	210 Land	Pharmaceutical	Disabilities- Employment	751 Family and Medical Leave Act		
Agency Decision	Condemnation 220 Foreclosure	Personal Injury Product Liability	446 American with	790 Other Labor Litigation		
950 Constitutionality of	230 Rent Lease &	368 Asbestos Personal Injury	☐ Disabilities-Other ☐ 448 Education	791 Employee Ret. Inc.		
State Statutes	Ejectment	Product Liability	III THE Education	Security Act		
<b></b>	<u>.</u>	5.12-0	1-2142			
FOR OFFICE USE ONLY:	Case Number:		01-12		-	
			W COVER CHEET		Dogg 1 of 2	

Page 1 of 3

### UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA

, Case 5:13-cv-02142-MWF-DTB | DOCUMENCONFER SPREED | 11/21/13 | Page 22 of 24 | Page ID #:26

VIII. VENUE: Your answers to the questions below will determine the division of the Court to which this case will most likely be initially assigned. This initial assignment is subject to change, in accordance with the Court's General Orders, upon review by the Court of your Complaint or Notice of Removal.

Question A: Was this case removed to	from	STATE CASE WAS PENDING IN THE COUNTY OF:				NTY OF:	INITIAL DIVISION IN CACD IS:		
state court?  Yes X No	ļī.	Los Angeles					Western		
If "no, " go to Question B. If "yes," check	k the	Ventura, Santa Barbara, or San Luis Obispo					Western		
box to the right that applies, enter the corresponding division in response to	ļ	☐ Or	ange				Southern		
Question D, below, and skip to Section	IX.	Riv	verside or San Bernardino				Eastern		
Question B: Is the United States, or o		If the United States, or one of its agencies or employees, is a party, is				employees, is a party, is it:	1		
action?		A PLAINTIFF?			A DEFENDANT?			INITIAL DIVISION IN CACD IS:	
☐ Yes 🕱 No	İ		n check the box below for the con nich the majority of DEFENDANTS			check the box below for the co		CACDIS.	
If "no, " go to Question C. If "yes," chec	kihe		os Angeles	Teside.		Angeles		Weste	rn
box to the right that applies, enter the corresponding division in response to			entura, Santa Barbara, or San	Luis		ntura, Santa Barbara, or San ispo	Luis	Weste	rn
Question D, below, and skip to Section	ıx.		bispo range			ange		South	ern
	Ì	= □ Ri	verside or San Bernardino		Riv	erside or San Bernardino		Easte	rn
		o	ther		Otl	ner	Western		ern
Question C: Location of Los Angeles Ventura, Santa Barbara, o County San Luis Obispo Countier			B. Ventura, Santa Barbara, or San Luis Obispo Counties	C. D.  Orange County Riverside or San  Bernardino Counties			E. Outside the Central District of California		F. Other
Indicate the location in which a majority of plaintiffs reside:		]				×			
Indicate the location in which a majority of defendants reside:		]			]		×		
Indicate the location in which a majority of claims arose:									
						fot fill out a succession	ah aalı éh:	one that annlies	
C.1. Is either of the following true?		eck th	e one that applies:	C.2. Is either of the following true? If so, check the one that applies:    X   2 or more answers in Column D					
2 or more answers in Colum				only 1 answer in Column D and no answers in Column C					
only 1 answer in Column C	and no a	answer	s in Column D	only I ariswer in Column D and no answers in Column C					
Your case will initi	ially be a	assigne SION.	ed to the	Your case will initially be assigned to the EASTERN DIVISION.					
Enter "Southern" in res	ponse to	o Ques	_	Enter *Eastern* in response to Question D, below.					
If none applies, answer question C2 to the right.						If none applies, go	to the box	below.	
			Your case will WES Enter "Western" in	TERN DIV	SION.				
Question D: Initial Division?						INITIAL DIVI	SION IN CA	CD	
Enter the initial division determined by Question A, B, or C above:					EASTERN	N DIVISIO	N		
				J					

CIVIL COVER SHEET

CV-71 (09/13)

Page 2 of 3

#### UNITED STATES DISTRICT COURT, CENTRAL DISTRICT OF CALIFORNIA

	02142-MWF-DTB D  Has this action been previously		•		Page	ID #:27
If yes, list case number(s		,				
X(b). RELATED CASES: +	ave any cases been previously t	filed in this court that are r	elated to the present ca	ase? [	X NO	☐ YES
If yes, list case number(s	:					
Civil cases are deemed relat	ed if a previously filed case and th	he present case:				
(Check all boxes that apply)	A. Arise from the same or close	ely related transactions, happ	enings, or events; or			
	B. Call for determination of the	e same or substantially related	d or similar questions of la	w and fact; or		
	C. For other reasons would en	tail substantial duplication of	labor if heard by different	judges; or		
	D. Involve the same patent, to	ademark or copyright <u>, and on</u>	e of the factors identified a	above in a, b	or c also is pre	sent.
X. SIGNATURE OF ATTO OR SELF-REPRESENTED	Ai \ i	1		DATE: 1	November	14, 2013
ather naners as required by law	CV-71 (JS-44) Civil Cover Sheet and This form, approved by the Judicia ourt for the purpose of statistics, ver	al Conference of the United Sta	ates in September 1974. Is	required pur	suant to Local	Rule 3-1 is not tiled

Key to Statistical codes relating to Social Security Cases:

Nature of Suit Code	Abbreviation	Substantive Statement of Cause of Action
861	HIA	All claims for health insurance benefits (Medicare) under Title 18, Part A, of the Social Security Act, as amended. Also, include claims by hospitals, skilled nursing facilities, etc., for certification as providers of services under the program. (42 U.S.C. 1935FF(b))
862	BL	All claims for "Black Lung" benefits under Title 4, Part B, of the Federal Coal Mine Health and Safety Act of 1969. (30 U.S.C. 923)
863	DIWC	All claims filed by insured workers for disability insurance benefits under Title 2 of the Social Security Act, as amended; plus all claims filed for child's insurance benefits based on disability. (42 U.S.C. 405 (g))
863	DIWW	All claims filed for widows or widowers insurance benefits based on disability under Title 2 of the Social Security Act, as amended. (42 U.S.C. 405 (g))
864	SSID	All claims for supplemental security income payments based upon disability filed under Title 16 of the Social Security Act, as amended.
865	RSI	All claims for retirement (old age) and survivors benefits under Title 2 of the Social Security Act, as amended. (42 U.S.C. 405 (g))

CV-71 (09/13) CIVIL COVER SHEET Page 3 of 3

### UNITED STATES DISTRICT COURT CENTRAL DISTRICT OF CALIFORNIA

### NOTICE OF ASSIGNMENT TO UNITED STATES JUDGES

This case has be	en assigned to Dis	strict Judge _	Michael	W. Fitzg	gerald	and the assigned				
Magistrate Judge is	Bristow	·								
The ca	The case number on all documents filed with the Court should read as follows:									
5:13-CV-2142 MWF-DTBx										
Pursuant to General Order 05-07 of the United States District Court for the Central District of California, the Magistrate Judge has been designated to hear discovery related motions.										
All discovery re	lated motions sho	uld be noticed	on the calendar	of the	Magistrate	Judge.				
Clerk, U. S. District Court										
November 21	, 2013		By SBC	OURGE	OIS					
Date				outy Cle						
		NOTICE TO	O COUNSEL							
A copy of this notice must be served with the summons and complaint on all defendants (if a removal action is filed, a copy of this notice must be served on all plaintiffs).										
Subsequent document	ts must be filed at	the following	location:							
Western Division 312 N. Spring Str Los Angeles, CA	reet, G-8	Southern Divis 411 West Fourt Santa Ana, CA	th St., Ste 1053		Eastern Di 3470 Twelf Riverside,	fth Street, Room 134				
Failure to file at the p	roper location wi	ll result in you	r documents b	eing ret	urned to y	ou.				